

# Arkansas Department of Community Correction

July 1, 2000 – June 30, 2001



*Annual*



*Report*



*“Service with Integrity and Excellence”*

# *The Keys to DCC*



<i>Equal Opportunity Employer</i>	<i>i</i>
<i>DCC History</i>	<i>ii</i>
<i>Philosophy</i>	<i>iii</i>
<i>From the Director</i>	<i>2</i>
<i>Mission</i>	<i>3</i>
<i>Organization Chart</i>	<i>4</i>
<i>Board of Corrections</i>	<i>5</i>
<i>Management Team</i>	<i>7</i>
<i>Director's Office</i>	<i>8</i>
<i>Administrative Services</i>	<i>11</i>
<i>Probation and Parole Services</i>	<i>14</i>
<i>Residential Services</i>	<i>27</i>
<i>Planning &amp; Management Services</i>	<i>36</i>



# *Equal Opportunity Employer*

*In keeping with the mission of the Arkansas Department of Community Correction, the Agency employs individuals who are dependable, professional and sincerely interested in achieving the mission of the Agency.*

*The DCC is an equal opportunity employer, providing opportunities without regard to race, color, sex, religion, national origin, age, disability, or veterans status. This policy and practice relates to all phases of employment including, but not limited to, recruiting, hiring, placement, promotion, transfer, layoff, recall, termination, rates of pay or other forms of compensation, training, use of facilities and participation in Agency-sponsored activities and programs.*

*All members of the DCC management staff are familiar with this statement of policy, the philosophy behind it, and their responsibility to apply these principles in good faith for meaningful progress in the utilization of minorities and women.*

# *History of Department of Community Correction*



*When the Arkansas Legislature passed the Community Punishment Act (548) in 1993, the Department of Community Punishment was created. The purpose of this act was to establish an agency to assume the responsibilities of management of all community punishment facilities and services, execute the orders of the criminal courts of the State of Arkansas and provide for the supervision, treatment, rehabilitation and restoration of adult offenders as useful law-abiding citizens within the community.*

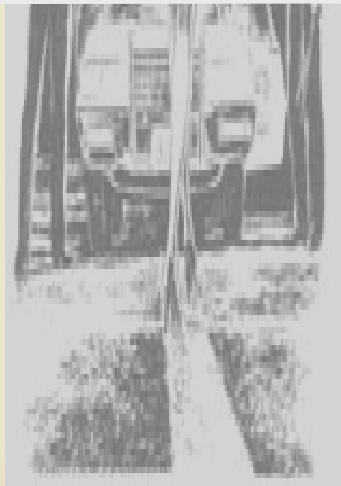
*The ultimate goal of the act was to balance the need for punishment with services and to assist the offender in becoming a law-abiding citizen. The DCP is responsible for the administration of all community punishment facilities, services and means of supervision, including probation and parole and any other types of post supervision releases.*

*During the 83<sup>rd</sup> Session of the General Assembly, a bill was filed primarily to rename the Department of Community Punishment. The bill was signed by the Governor and is now Act 323 of 2001. The official name of the agency will change to the Department of Community Correction (DCC) on August 13, 2001. This act also changed the Board of Correction and Community Punishment to the Board of Corrections.*





***DCC Philosophy:***  
***“There is good in all, people; how we deal  
with them determines how much of it we see.”***





# *From the Director*

*The Department of Community Correction (formerly Department of Community Punishment) respectfully submits its report for fiscal year 2001.*



*This year, the DCC continued to respond to the challenge of working on an aggressive agenda to fulfill the Department's mission of providing community alternatives to incarceration.*

*Recognizing it is difficult to succeed without a well-trained staff, enhancement of DCC staff became one of the primary goals. Other goals for the year were to obtain American Correctional Association (ACA) accreditation for probation and parole services and residential services, to implement a career ladder for field supervision officers and residential security staff, to centralize collection of economic sanctions, updating equipment and to implement six new Drug Courts to offer further alternatives to incarceration.*

*We are happy to report progress in all areas, as reflected in this document. The DCC team appreciates this opportunity to share our accomplishments and vision for the future.*

*Sincerely,*

*G. David Guntharp  
DCC Director*



## *The Mission*

*“To promote public safety and a crime-free lifestyle by providing community-based sanctions in a cost-effective manner, and enforcing state laws and court mandates in the supervision of adult offenders remanded to the Department of Community Correction.”*

## *DCC Goals*

- *To provide appropriate and effective supervision of offenders in the community.*
- *To provide for the confinement, care, control and treatment of offenders sentenced to or confined in community punishment centers in an adequate, safe and secure environment.*
- *To develop and implement sanctions, programs and services needed to function within the scope of the mission.*
- *To improve staff recruiting, retention and training efforts.*

# BOARD OF CORRECTIONS

- 
- *Dr. Mary Parker, Chair*
  - *Benny Magness, Vice Chair*
  - *Drew Baker, Secretary*
  - *Leroy Brownlee*
  - *William Ferren*
  - *Kelly Pace*
  - *Pastor J. Aaron Hawkins*

## *The Mission*

*"Fulfill the mandates of the court through the use of confinement, treatment and supervision in a safe and humane manner, while providing offenders the opportunity for positive change, thus contributing to public safety."*





# *The Board of Corrections Vision*

- *The paramount aim is to produce crime-free, productive citizens and end the revolving door of crime.*
- *Our relationships with offenders, victims, families, staff, service groups and agencies are marked by dignity and respect.*
- *A continuum of sentencing options is established with appropriate placement and movement of offenders.*
- *The roles of State adult correctional agencies are clear and relationships collaborative so offenders are served with continuity.*
- *Every offender is given an opportunity to improve himself/herself in an environment safe for both staff and offender.*
- *Our decisions are driven by data and knowledge of what works.*



# *Department of Community Correction Management Team*

*G. David Guntharp, Department of Community Correction Director*

*Veter Howard, Chief Deputy Director, Planning & Management Services*

*Rick Hart, Deputy Director, Residential Services*

*Dan Roberts, Assistant Director, Probation and Parole Services*

*Rick Smith, Assistant Director, Administrative Services*

*David Eberhard, Legal Counsel*

*Bill Lowe, Human Resource Administrator*

*Rhonda Sharp, Assistant to Director for Public Relations*



# Directors Office

*The Director and the management team spent time working with the 83<sup>rd</sup> Session of the General Assembly to facilitate passage of four bills:*

*HB1192 - This bill is an effort to provide scholarships to children of deceased or disabled employees of the Department of Community Correction and to provide death benefits to the survivors of the employees of the Department of Community Correction.*

*This bill was signed and became Act 113 of 2001.*

*SB81 - A bill to rename the Department of Community Punishment; rename the Board of Correction and Community Punishment; and rename the Community Punishment Revolving Fund.*

*This bill was signed and is now Act 323 of 2001.*

*SB158 - A bill to amend Arkansas Code 16-93-1301 (b)(3) concerning eligibility for commitment to a community correction facility.*

*This bill was signed and is now ACT 904 of 2001.*

*SB252 - A bill to to revamp the Interstate Compact for adult offenders.*

*This bill has been signed and is now Act 253 of 2001.*

## *Legal Counsel*

*Defending the agency in claims filed with the Claims Commission is only one of the many duties that DCC's Legal Counsel fulfills. The Legal Counsel is also responsible for defending the agency in grievance proceedings both at the internal and state level, monitoring lawsuits filed by residents and employees, providing legal review of agency policies, contracts, leases and other legal documents, as well as training/advice to employees regarding legal issues that have a potential impact on the agency.*


## *Public Relations*

*The Public Relations Officer works with the DCC Director in the area of public relations and public affairs.*

*Other functions include*

- *Designing and implementing the agency public affairs programs.*
- *Serving as public information liaison for the agency.*
- *Developing and designing publications and presentations for the agency, as well as creating and publishing the agency newsletter "Community Spirit."*





# *Administrative Services Division*

## *Financial Performance*

### *Financial Breakdown of DCC*

# Appropriations

*General Revenue (510)*

*Special Revenue for Community Correction Programs (2GH)*

*Federal Funds (1BA)*

*Cash Funds (C06)*

*Post Adjudication Drug Court (935)*

## *510 Appropriation / 100% Spent*

<i>Salaries:</i>	<i>\$17,680,980.00 / 100</i>
<i>Extra Help:</i>	<i>47,600.00 / 100</i>
<i>Personal Services Match:</i>	<i>5,139,204.00 / 100</i>
<i>Operating Expenses:</i>	<i>6,267,759.00 / 100</i>
<i>Overtime:</i>	<i>30,000.00 / 100</i>
<i>Conference Fees / Travel:</i>	<i>31,800.00 / 100</i>
<i>Data Processing:</i>	<i>10,621.00 / 100</i>
<i>Professional Fees/Services:</i>	<i>1,444,338.00 / 100</i>

<i>Appropriated:</i>	<i>\$31,768,382.00</i>
<i>Allocated:</i>	<i>30,625,378.00</i>
<i>Spent:</i>	<i>30,622,093.00</i>

## *2 GH Appropriation / 89 % Spent*

<i>Salaries:</i>	<i>\$2,121,804.00 / 80</i>
<i>Personal Service Match:</i>	<i>731,879.00 / 92</i>
<i>Operating Expense:</i>	<i>153,417.00 / 100</i>
<i>Conference Fees / Travel:</i>	<i>4,000.00 / 75</i>
<i>Capital Outlay:</i>	<i>10,000.00 / 85</i>
<i>Parking:</i>	<i>10,000.00 / 100</i>
<i>Community Correction Programs:</i>	<i>2,833,830.00 / 94</i>

<i>Appropriated:</i>	<i>\$8,244,752.00</i>
<i>Allocated:</i>	<i>5,864,930.00</i>
<i>Spent:</i>	<i>5,206,388.00</i>



### *1 BA Appropriation / 31 % Spent*

<i>Salaries:</i>	<i>\$330,512.00 / 31</i>
<i>Personal Service Match:</i>	<i>83,858.00 / 100</i>
<i>Operating Expense:</i>	<i>41,905.00 / 19</i>
<i>Conference Fees/Travel:</i>	<i>16,273.00 / 0</i>
<i>Capital Outlay:</i>	<i>5,235.00 / 100</i>
<i>Professional Fees/Services:</i>	<i>21,765.00 / 100</i>

<i>Appropriated:</i>	<i>\$499,548.00</i>
<i>Allocated:</i>	<i>499,548.00</i>
<i>Spent:</i>	<i>156,788.00</i>

### *C06 Appropriation / 63% Spent*

<i>Operating Expense:</i>	<i>\$568,678.00 / 95</i>
<i>Capital Outlay:</i>	<i>763,259.00 / 0</i>

<i>Appropriated:</i>	<i>\$27,821.00</i>
<i>Allocated:</i>	<i>27,821.00</i>
<i>Spent:</i>	<i>27,821.00</i>

### *935 Appropriation / 99% Spent*

<i>Salaries:</i>	<i>\$81,812.00 / 100</i>
<i>Personal Services:</i>	<i>36,107.00 / 98</i>
<i>Operating Expense:</i>	<i>64,383.00 / 100</i>
<i>Professional Fees / Services:</i>	<i>13,778.00 / 00</i>
<i>Supplemental Salaries:</i>	<i>115,624.00 / 00</i>

<i>Appropriated:</i>	<i>\$499,526.00</i>
<i>Allocated:</i>	<i>311,704.00</i>
<i>Spent:</i>	<i>310,126.00</i>



# Probation & Parole Services Division

## *The Mission*


*“To provide community supervision that promotes public safety, provides restitution to victims, and rehabilitates the offenders into a productive member of the community.”*

## *Probation & Parole Services Goals*


- *To improve the quality of supervision, staff and public safety.*
- *To develop alternative sanctions to traditional prison for sentencing and releasing authorities through a continuum of sanctions, programs and preventive services needed to effectively address behavior problems, risks and needs of offenders.*



# *Probation and Parole Statistics*

- 
- *The average caseload per Probation and Parole Officer during 2001 was 152. During this fiscal year, the probation and parole division reduced its area offices from 19 to 13, and designated assistant area managers. This change resulted in an improved supervisor to officer ratio.*
  - *On December 31, 2000, a total of 39,806 (30,353 probation and 9,453 parolees) offenders were being supervised in Arkansas communities. Of that total, 29,638 were males and 10,168 were females.*
  - *During the year, 20,134 offenders (14,174 probationers and 5,960 Parolees) were placed under DCC community supervision and 16,585 were terminated from DCC Supervision.*
  - *The Direct Caseload increased by 450 probation and parole cases, which increased the officer to client ratio from 103 to 111.*
  - *A total of 1,518 probationers and parolees were returned to custody for technical violations and 2,272 were returned for new crimes.*

# *Highlights of Probation and Parole Services*

- 
- *Probation and Parole Services Staff obtained access to the newly designed electronic Offender Management Information System (eOMIS), which is a web based system that provides officers computerized case information.*
  - *Consolidated the 19 probation and parole regional offices into 13 offices.*
  - *DCC received Probation and Parole accreditation from The American Correctional Association in April 2001 with an overall score of 98%.*
  - *July 23-29, 2000 was declared as Probation and Parole Officer's week.*
  - *Worked with Judges to begin operation of Drug Courts in the following jurisdictions: Bentonville, 19<sup>th</sup> Judicial Circuit; Van Buren 22<sup>nd</sup> Judicial Circuit; Fort Smith, 12<sup>th</sup> Judicial Circuit; Texarkana, 8<sup>th</sup> Judicial Circuit; Magnolia, 13<sup>th</sup> Judicial Court; El Dorado, 13<sup>th</sup> Judicial Court.*

# Day Reporting Centers



## Texarkana

*A Day Reporting Center (DRC) is a highly structured non-residential facility that provides supervision, employment counseling, GED education, literacy training, life skills and other community resource referrals to offenders.*

*The DRC programs offer “One Stop Shopping” for the offender with the hope of successfully reintegrating him/her into society, reducing the likelihood of future offenses and the cost for incarceration.*




## Osceola

*When referred by the supervising officer, offenders are assigned to the DRC program. They are assessed for treatment, job skills and education needs and then placed into a program that fits their needs.*

*Day Reporting Centers are located in Texarkana and Osceola.*



## *Post – Adjudication Drug Court*



*The first Drug Court in the United States was started in Florida in 1989. Since then, Arkansas has joined a number of other states in offering this alternative to sentencing courts for offenders whose crimes are clearly a result of drug or alcohol abuse or dependency. Drug Courts integrate alcohol and other drug treatment services with Justice-system processing. Without compromising an offender's due process rights, prosecutors and defense attorneys take more of a problem-solving approach to these cases. The primary mission of Drug Courts is to stop the abuse of alcohol and drugs thereby promoting public safety.*

### *Length of Program*

*The Drug Court Program requires that an offender participate for a minimum of 12 months. The Post Adjudication Drug Court (PADC) functions in three phases that require clients complete specific activities to assist in their recovery, to include but not limited to three urinalysis screens per week. The three phases are Phase I-Substance Abuse Education, Phase II-Relapse Prevention and Phase III-Sobriety Maintenance. After the completion of the PADC program, graduates enter into a 2-year strictly supervised aftercare program.*



## Drug Court Eligibility

*To be eligible for the PADC, an offender must*

- *have a history of current or recent drug or alcohol abuse or addiction.*
- *have no physical or developmental condition that would render treatment ineffective (visual or hearing impairments are not conditions that would impede treatment.)*
- *have no psychiatric or emotional condition that would render treatment ineffectiveness (Schizophrenia, if controlled by medication, would not be considered to impede treatment.)*
- *be 18 years of age or older or adjudicated as an adult*
- *be non-violent and have no history of sex-related offenses.*

*The Probation and Parole Services Division employs substance abuse counselors in the following Arkansas cities:*



*Batesville*

*Berryville*

*Blytheville*

*Bentonville*

*Clinton*

*Conway*

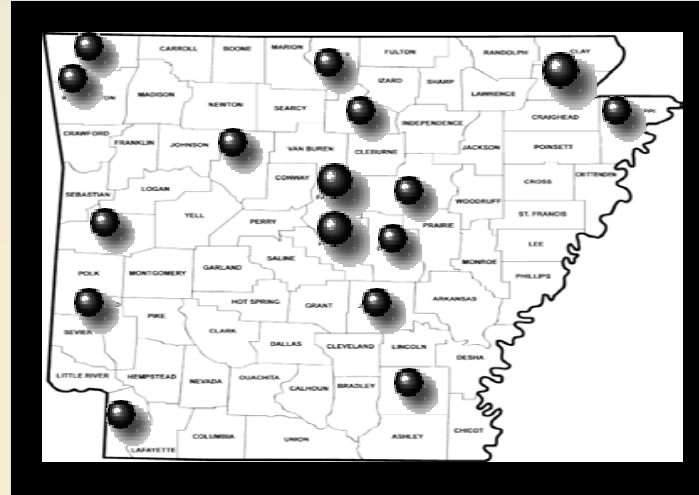
*Fayetteville*

*Fort Smith*

*Harrison*

*Heber Springs*

*Jonesboro*



*Little Rock*

*Lonoke*

*Monticello*

*Morrilton*

*Mountain Home*

*Mountain View*

*Osceola*

*Ozark*

*Paragould*

*Pine Bluff*

*Rison*

*Russellville*

*Salem*

*Searcy*

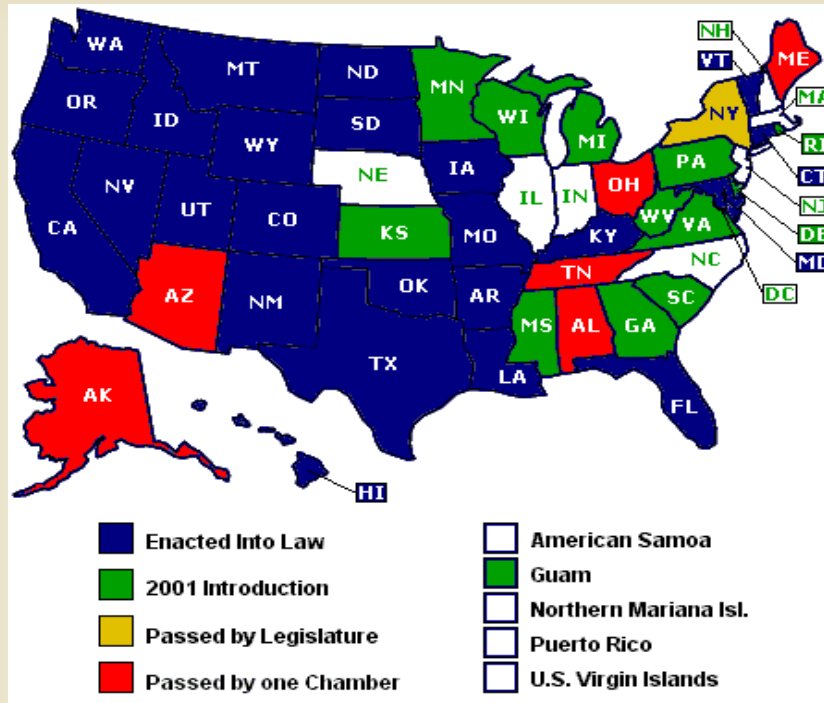
*Star City*

*Stuttgart*

*Texarkana*

*West Memphis*

# Interstate Compact



903 cases were received from other jurisdictions during the year of 2000


1,328 cases were sent to other jurisdictions

As of January 1, 2001, there were 2,192 DCC offenders under the supervision of other 50 jurisdictions.

*The Interstate Compact, enacted by the U.S. Congress in 1937, allows states to enter into an agreement with each other for the transfer and supervision of parolees and probationers who travel from state to state. In the late 1930's, the Arkansas Legislature passed legislation, which approved Arkansas' participation in the Compact. Today, the compact is a large and important aspect of Arkansas community supervision. All of the fifty states including Washington D.C., the Virgin Islands and Puerto Rico are members.*



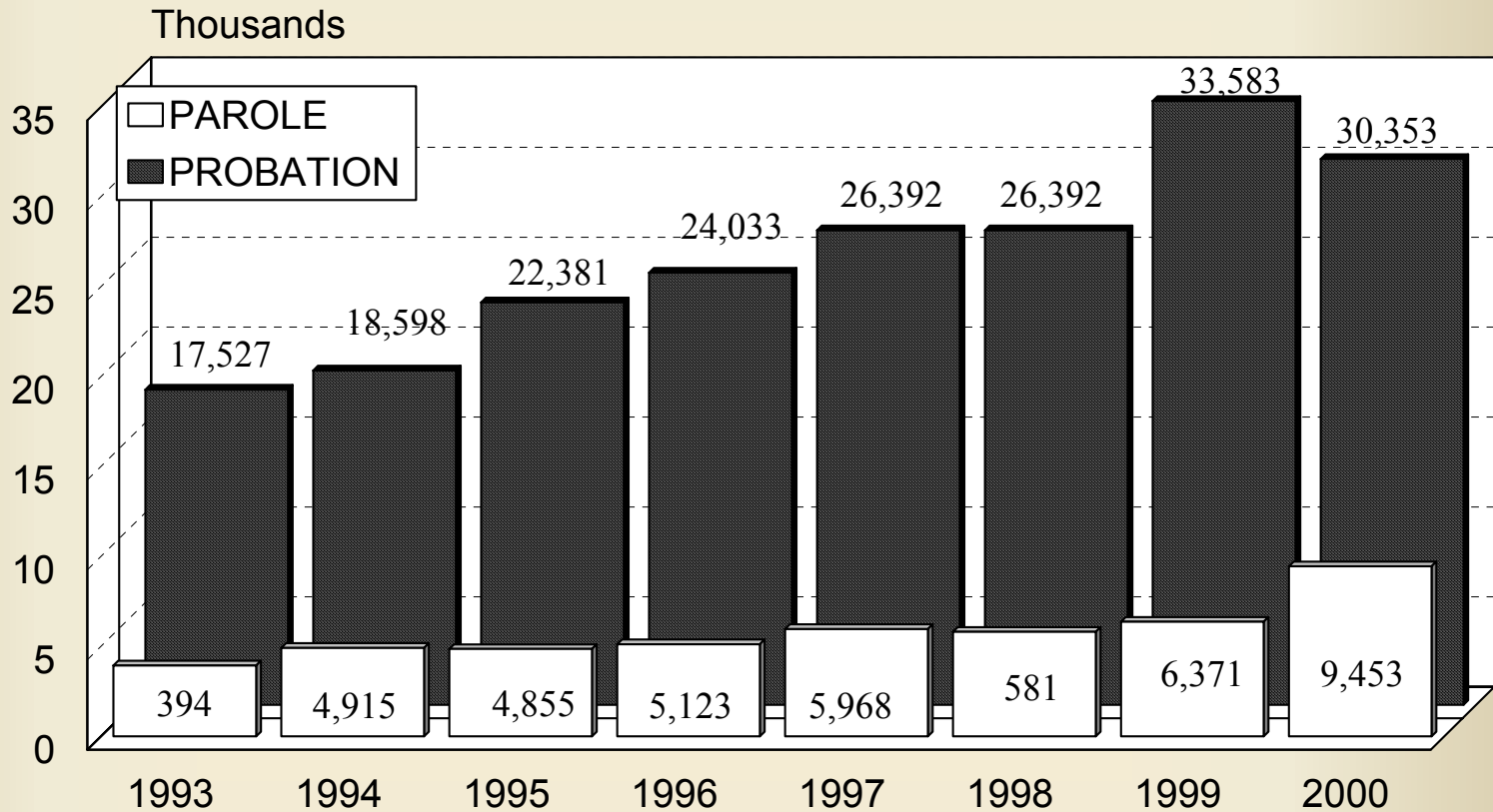
## *Interstate Compact continued*



*The 83<sup>rd</sup> General Assembly of the Arkansas Legislature, passed Senate Bill 252, now Act 253 of 2001, to become effective following the same action of 35 states and one year following the first meeting of the newly created Interstate Commission. This legislation, when effective, will totally revamp the current Compact. Currently, 24 states have passed similar legislation.*

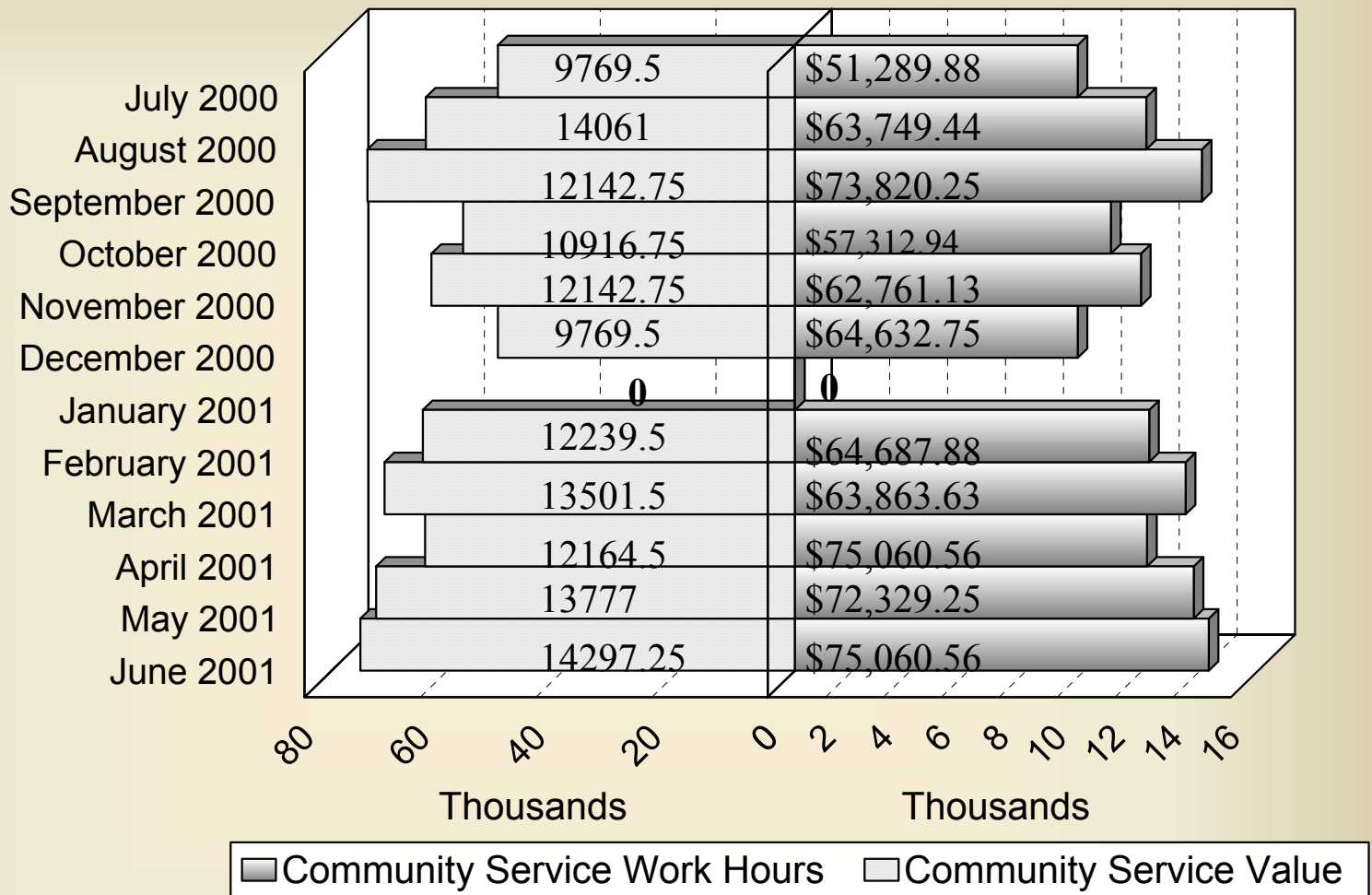
*The purpose of the new compact and the Interstate Commission will be to provide the framework for the promotion of public safety and protect the rights of victims through the control and regulation of the Interstate movement of offenders in the community; to provide for the effective tracking, equitably distribute the costs, benefits and obligation of the compact among the compacting states. In addition, this compact will create an Interstate Commission that will establish uniform procedures to manage the movement between states of adults placed under community supervision and released to the community under the jurisdiction of courts, paroling authorities, corrections or other criminal justice agencies which will promulgate rules to achieve the purpose of this compact; ensure an opportunity for input and timely notice to victims and to jurisdictions where defined offenders are authorized to travel or to relocate across state lines; establish a system or uniform data collection, access to information on active cases by authorized criminal justice officials, and regular reporting of compact activities to heads of state councils, state executive, judicial, and legislative branches and criminal justice administrators; monitor compliance with rules governing interstate movement of offenders and initiate interventions to address and correct non-compliance; and coordinate training and education regarding Regulations of interstate movement of offenders for officials involved in such activity.*

# Community Supervision Population December 31



*Note: Excludes offenders supervised from other out-of-state jurisdictions.*

## Probation and Parole Community Service



*Note: Value based on minimum wage.*



# Residential Services

*“To return residents to the community and the workplace as productive, accountable and employable individual, by providing tools to help offenders develop alternative life-styles to crime through training in life skills, chemical-free living, vocational and other job skills training.”*

## *Residential Services Goals*


- *To provide effective intensive, Residential, community-based sanction In a therapeutic environment as an Alternative to traditional prison.*
- *To improve the quality of security, employee safety, treatment of offenders and community protection.*





*The Residential Services Division manages and operates regional community-based, residential correctional programs designed to address issues surrounding the behavior which resulted in confinement or incarceration. These multipurpose, minimum-security facilities encompass community service, discipline, behavior modification and other self-improvement services.*

# Highlights for Residential Services



● The Center for Youth and Family, Parent Center Division, began offering a seven-week class entitled "Women in Prison with Minor Children." The program is funded by a National Institute of Corrections (NIC) grant.

● On March 5, 2001, DCC Director G. David Guntharp and Deputy Director Rick Hart presented the Northeast Arkansas Community Correction Center the Alcohol and Drug Abuse Prevention certificate, a one-year license which expires on January 31, 2002.

● Consultants Marty LaBarbara and Dudley Bush of the Corrections Research Institute conducted a 40-hour Therapeutic Community Counselors Training Course at the Southeast Arkansas Community Correction Center in Pine, Bluff.

● Ten residents completed the Northeast Arkansas Community Correction Center's first welding class.

● Ten residents who successfully completed the Introduction to Computer Course and obtained three College credits were recognized during a reception where Southeast Arkansas College facility and resident Family members attended. The residents obtained a 3.6 grade point average for the semester.

● A traveling choir from a Methodist church in Texas presented a special performance for 137 residents of the Central Arkansas Community Correction Center (CACCC). The choir performed Andrew Lloyd Webber's Broadway musical "Joseph's Coat of Many Colors." CACCC was the only correctional unit in seven states for which the musical was performed.

● Operation Starting line and various churches in the State made presentations to the residents of all four correctional facilities of the Department of Community Correction. Forty-one (41) residents received Christ as their savior for the first time, 241 rededicated their lives to Christ, and 263 expressed interest in further information.

● Motivational Speaker Dr. Janice Sjostrand presented a "Holiday Program" to the residents

## Residential Services Statistics



- *On January 1, 2001 there were 914 residents with felony convictions. Of that total, 711 were **male** and 203 were **female**.*

- *During the year 2000, 1279 residents were released under parole or probation supervision and 50 completed their sentences and were released with no supervision*

- *On June 30, 2001, there was a total of 32 residents who were **age 50 or older**.*


- *A total of 8 residents were transferred to other states, the federal bureau of Prisons or to the Arkansas Department of Correction (ADC).*

- *As of January 1, 2001, the average age of prisoners was 29 for **males** and 31 for **females**.*

- *The adult correctional average operating cost per DCC resident per day during 2000 was \$38.95.*



# *Special Needs Program*



*DCC operates a 60-bed male unit Special Needs Program (SNP) at the Southwest Community Correction Center (SWACCC) in Texarkana, which operates as a modified therapeutic community (MTC) for dually diagnosed male offenders. This program became a licensed treatment center May 18, 1999, by the Arkansas Department of Health and Alcohol and Drug Abuse Prevention, the State licensing authority, and was officially opened on September 1, 1999.*

## *Program Results*

*(July 1, 2000 – June 30, 2001)*

*67 residents were referred to the SNP*

*63 program participants successfully completed the program.*

*9 residents were discharged for non-compliance*

## *Target Population*

*The SNP targets residents who have a record of substance abuse and mental and/or medical issues. The annual capacity is approximately 80-90 offenders.*

*Between March 8, 1994 and June 30, 1998, an estimated 86% of DCC's incarcerated population was confined because of substance abuse. Between September 1, 1999 and January 23, 2001, the Special Needs Program released 87 male offenders to the community. Of that total, 64% are under the supervision of a probation/parole officer, 1% in absconder status, 26% discharged their sentences and are no longer under DCC jurisdiction, and 8% are incarcerated. As of January 23, 2001, less than 48% of the Special Needs Program participants had been in the community for at least twelve months.*



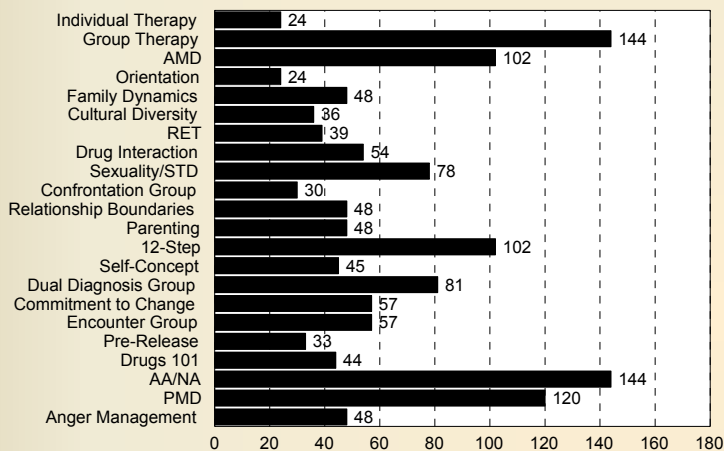
# Southwest Arkansas Community Correction Center

## Special Needs Program

July 1, 2000 – June 30, 2001



*Treatment Services Provided in Hours*



### *Hours of other Services:*

*163 psycho – social assessment*

*163 psychiatric evaluations*

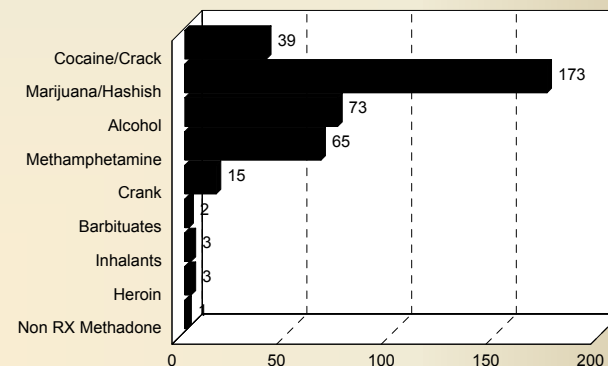
*52 literacy training*

*122 GED preparation*

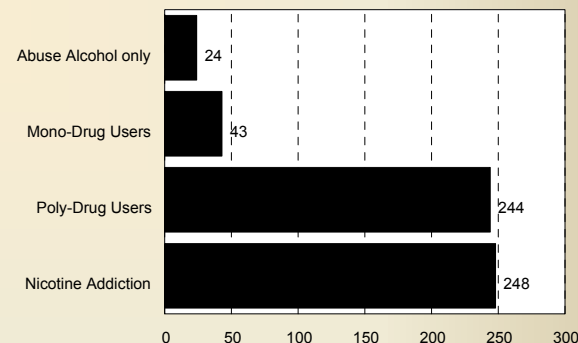
*154 Mental Health Counseling*

*321 residents participated in the Special Needs Program during this period.*

*Addiction Profile*




*Primary Drugs of Choice*



*Residents could have more than one diagnosis*

*A total of 174 urinalysis tests were administered with 0 positive results.*

# Substance Abuse Program



*During fiscal year 1999, the Alcohol and Drug Abuse Council made DCC the second sub-grantee to have a comprehensive Substance Abuse Treatment Program to aid in the reduction of recidivism among substance abuse offenders.*

*The Substance Abuse Program addresses the emotional, physical and spiritual needs of residents in a modified therapeutic community.*

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## Selection Process

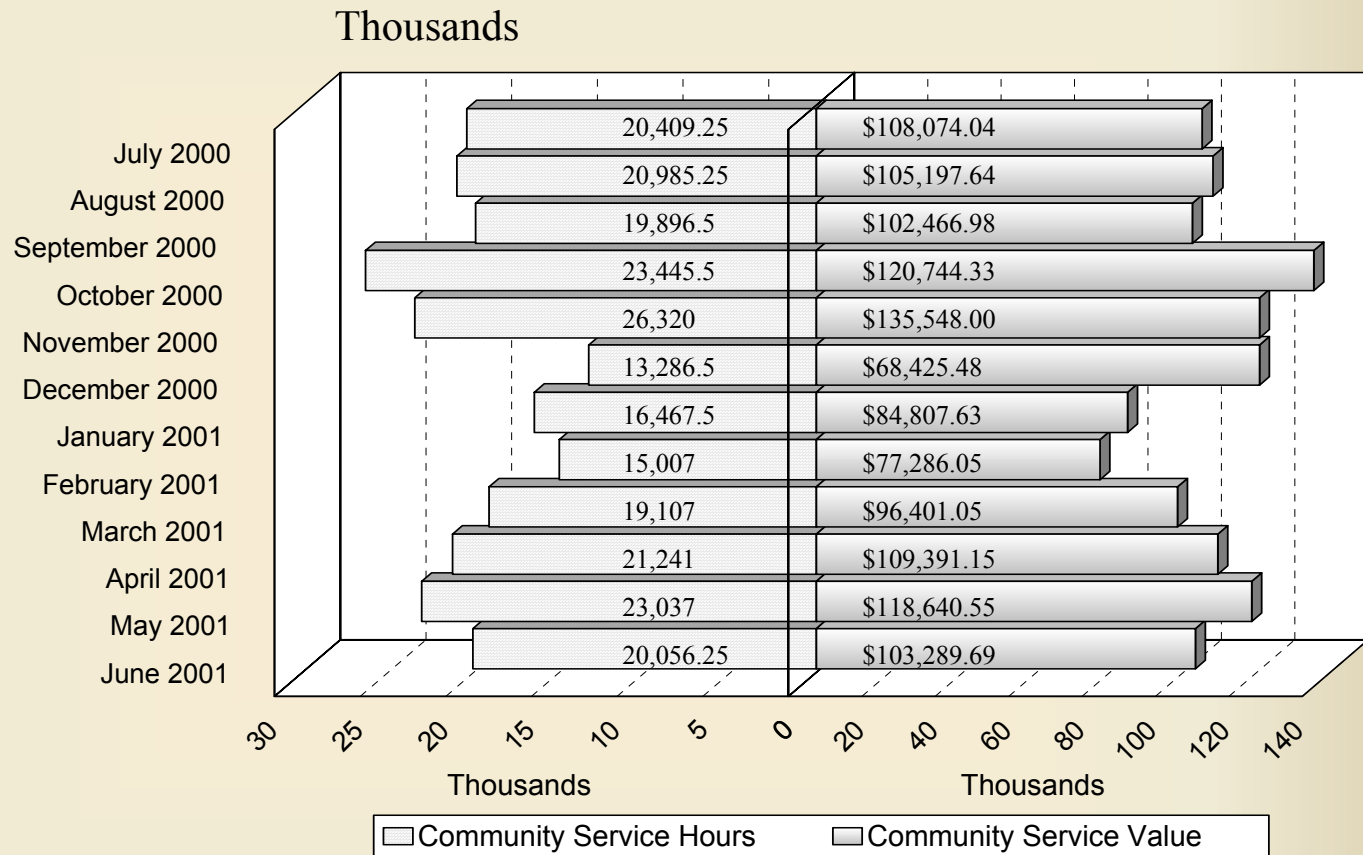
*Residents who have been targeted as substance abusers are eligible for the Residential Substance Abuse Treatment Program for State Prisoners (RSATSP). An application is sent to and reviewed by the Arkansas Alcohol and Drug Abuse Coordinating Council, which has the authority to determine the recipients and amount of awards for all state and federal grant programs that support drug treatment, education and enforcement.*

## Treatment Design

*The RSATSP program is divided into four components which are the intake-assessment-consultation by a multi-disciplinary team, nine months of residential treatment at a facility designated for this purpose, pre-release services following therapeutic community care and case coordinated community-based services.*

*Residents go through five phases of the program, which vary in days and months depending on the resident. The phases begin with orientation and stabilization, a pretreatment which helps the resident to adjust in the new environment. After successfully completing the first phase residents move to a primary care treatment phase, which leads to a pre-release. The last two phases are the aftercare program, which is designed to meet the residents individual needs.*

# Residential Services Community Service Hours Performed



*Note: Value based on minimum wage.*



# Planning & Management Services

*The Planning and Management Services Division supports Probation and Parole and Residential Services through agency-wide planning, staff orientation and training, personnel management, policy development, grants development, compliance audits, program evaluation and information technology services/support. The division collaborates and consults with community interest groups, service agencies, colleges and other criminal justice agencies. For quality assurance, the division ensures an organized system for information gathering, retrieval and review, and analysis of data.*


*“To provide professional and efficient support to DCC management by developing/improving training, special programs, information systems & technology, and resources; facilitating policy development consistent with the agency mission; conducting research, assessment/evaluation; and providing comprehensive human resource services to DCC employees.”*



# Human Resources

*The activities performed by Human Resources are designed to support the mission of the agency and provides assistance that will enable employees to perform their job duties and responsibilities. Human Resources is committed to providing services that are in compliance with State and federal guidelines and provide equal employment opportunities.*

- *The computerized paperless job announcement systems using the World Wide Web has increased the agency's advertisement accessibility to worldwide. Using this new System has yielded an average of 10 applicants for each vacant position advertised. The ability to apply "on-line" has been a significant improvement.*
- *The Career Ladder Incentive Program (CLIP) is an incentive-based pay system that includes pay for performance principles and incorporates job related criteria that must be met. During this period, 111 bonuses were awarded for a cost of \$89,387.37 and, 17 non-competitive promotions for a total of \$50,512.02. The CLIP program was implemented August 2000.*
- *During the 2001 legislative session, the following career ladder for the parole/probation officers was established. and implemented July 1.*
  - Parole/Probation Officer, grade 18
  - Parole/Probation Officer II, grade 20
  - Parole/Probation Assistant Area Manager, grade 21
  - Parole/Probation Area Manager, grade 23
- *The recruiting and hiring process was shortened by approximately 19 days (5,339 for the report period). This time savings was significant considering 281 employees were hired, rehired, or promoted. Additionally, the response time for getting the hire package to the hiring authority was reduced to 3 working days.*
- *As of June 26, 2001, there were 767 filled positions at DCC.*
- *The Assistant Human Resources Administrator was appointed DCC liaison to the Arkansas Administrative Statewide Information System (AASIS). Training, both internally and externally, took place in anticipation of the July 1, 2001 implementation date. The hard work of the liaison and other Human Resource staff and supervisors facilitated a smooth transition.*

- 
- *Assisted with policy and procedures issues, which lead to American Corrections Associations Accreditation.*
  - *The Assistant Human Resource Administrator successfully completed program requirements of the Arkansas Certified Public Manager Program (CPM) by the Arkansas Public Administration Consortium and is designated an "Arkansas Governmental Manager."*

## ***Training***

*The Training Section coordinates and facilitates employee understanding of policies and procedures critical to successful performance of employee duties and safety and security.*

*DCC employees participated in over 25,536 training hours for fiscal year 2001. The average number of hours and the number employees who met their training goals varied widely.*

- *There were a total of 8 academies in the areas of Residential Services Support Staff Basic Training, Residential Services Basic Training, Probation/Parole Officers certification, Moral Reconation Therapy and Institutional Development with a total of 161 graduates.*

## Special Programs

*The Special Programs staff develop and manage research and evaluation activities of agency programs.*

- *DCC's Program Evaluation Plan outlining a formal process for collecting, analyzing and interpreting program information, implementation and effectiveness was initiated.*
- *A Drug Court computer software Package (CMS 2000) was identified and adopted for use by Drug Courts. The software is used to assist staff in managing caseloads, treatment activities and collecting data for process and outcome evaluation.*
- *A User Manual was developed for Drug Court staff for the Drug Court Case Management System (CMS). The manual provides an overview of the system, "how to" instructions, illustrations of screens and explains keystrokes to enter client, supervisory and treatment data, and explains reports available for use in managing caseloads and how to generate each report.*
- *The Special Programs Administrator and Grants Administrator served as Evaluation Team Members for the United States Department of Justice planning grant for the 8<sup>th</sup> Judicial District-South Drug Court in Texarkana.*

## Grants

*The grant section is responsible for seeking funds for piloting or developing new and innovative programs to enhance the operation of DCC programs that meet the needs of the offender population.*

- *Received \$20,000 from the Arkansas Department of Health to purchase AID/HIV curricula, materials, and training for the four community correction centers.*
- *U.S. Department of Justice, Community Programs Office, Residential Substance Abuse Treatment granted \$421,624 for the Special Needs Unit at the Community Correction Center in Texarkana, Arkansas.*
- *The Department of Arkansas Heritage granted \$96,798 for renovations to the Walter B. Sorrels Cottage.*
- *The Arkansas Department of Economic development/ Energy Programs granted \$20,000 for the the renovation of the Sorrels Cottage.*



## Policy Section

*The Policy Section is responsible for drafting policy documents based on management guidance, employee input, State law, federal guidance, and existing policy with primary responsibility for the development and maintenance of the DCC Policy & Procedure Manual.*

*Throughout the year, the Policy staff worked diligently with the agency in seeking the American Correctional Association Accreditation (ACA) of the Probation and Parole and Residential Services Divisions.*

### Policies Published

- ❖ *AD 00-09 Whistle Blower Act*
- ❖ *AD 01-04 Research & Evaluation*
- ❖ *AD 01-07 Equal Employment Opportunity/  
Affirmative Action Program*
- ❖ *AD 00-10 Searches for, Control and  
Disposition of Contraband and  
Evidence*
- ❖ *AD 00-12 Harassment*
- ❖ *AD 00-14 Agency Organization, Mission,  
Planning and Management*
- ❖ *AD 01-01 Emergency Plans*
- ❖ *AD 01-03 Use of Computer Resources*
- ❖ *AD 01-10 Offender Records*

## Compliance Section

*The Compliance Section mission was “to report the degree of compliance with policies and procedures, guidelines, state laws and court mandates by examining agency records and providing technical assistance.”*

- *Holding true to the mission, the Compliance Section worked non-stop in developing, coordinating and implementing a plan for ACA accreditation.*
- *Guidance and technical assistance were given to the probation/parole Accreditation Managers, as well as the Accreditation Managers for the four Residential facilities in preparation for the ACA Accreditation Audits.*
- *By July 2001, the Compliance staff had trained for and completed special audits of supervision fee records of all 19 Area probation/parole offices.*



# Accreditation

Accreditation is a system of verification that correctional agencies/facilities comply with national standards promulgated by American Correctional Association (ACA) experts and professionals in the field is achieved through a series of reviews, evaluations, audits and hearings.

The administrative and line staff, as well as offenders, benefit from increased accountability, attention to physical plant issues and security procedures. Whether a facility or program, the accreditation process ensures a clear assessment of strengths and weaknesses.

The DCC believes accreditation is awarded to **“the best of the best”** in correctional endeavors and that accreditation is only achieved through employee involvement and shared common goals. Accreditation is a peer review process and its success or failure hinges on the staff perception of participation in the process; not something that management does or can do on it's own.

In 1997, the Department of Community Correction decided to explore the possibility of ACA accreditation. A committee was established to develop a plan of action. Initially, the Southwest Arkansas Community Correction Center was targeted for review and accreditation with the three remaining facilities and probation and parole services to be added later.

September 1999, DCC came under the leadership of a new director who decided to pursue accreditation of all four community correctional centers and probation and parole services simultaneously in the Spring of 2001.

In November of 2000, audits teams were established to conduct mock audits, assessing the adequacy and uniformity of documentation prepared for inspection by ACA and to inspect DCC facilities. The facility inspectors were trained on life safety code requirements, Arkansas Department of Health requirements relating to food and sanitation, and facility security issues relating to control of keys, tools, chemicals, and equipment.

In March of 2001, the DCC Probation/Parole Services Division was first to undergo a standard compliance audit. The ACA audit committee reviewed a series of mandatory and non mandatory standards. Each team member was responsible for reviewing compliance documentation for designated sections of the applicable standards for Probation and Parole Services.

The agency must meet compliance levels of 100% for mandatory standards and 90% for non mandatory standards to achieve a favorable recommendation from the audit committee. Each auditor is authorized to independently determine compliance with all except the mandatory standards. The committee as a whole reviewed mandatory, non compliant and non applicable findings.

The committee measures compliance at the time of the audit. Documentation that is generated once the audit is started is not accepted. Auditors review a random selection of personnel and offender files to ensure forms are completed properly and records are up-to-date.

For probation and/or Parole standards review, ACA policy requires that no less than 20% of the field offices be visited during the audit.



*ACA auditors are trained to interpret standards strictly, rather than give the agency "the benefit of the doubt". If compliance is questionable or a standard is not documented fully, the auditor concludes non compliance.*

*For every standard for which DCC is found in non-compliance, the agency must develop a detailed plan of action to bring the agency into compliance or request a waiver of the standard.*

*At the conclusion of the Probation/Parole Services audit, DCC was found to be 100% compliant with mandatory and 97.6% compliant with non mandatory standards.*

*On April 28, 2001, the Commission on Accreditation confirmed the findings and awarded DCC its first accreditation certificate. The certificate is valid for three years and expires in 2004.*

*In March and April of 2001, audits were conducted of Residential Services to determine compliance with ACA standards. The audit process was identical to Probation and Parole Services, with the exception that facility tours were conducted and the committee visited all living, sleeping, and other institutional areas related to the health and safety of staff and residents.*

*At the conclusion of the audit, Residential Services was found to be 100% compliant with all mandatory standards and met the threshold for non mandatory standards of each facility..*

*On August 11, 2001, the Commission on Accreditation confirmed the findings and awarded DCC its first correctional facility accreditation certificates. The certificates are valid for three years and will expire in 2004.*

#### *Non-Mandatory Standard Scores*

*Central Arkansas Community Correction Center (CACCC) 95.5%*  
*Northeast Arkansas Community Correction Center (NACCC) 99.6%*  
*Southwest Arkansas Community Correction Center (SWACCC) 95.1%*  
*Southeast Arkansas Community Correction Center (SEACCC) 98.4%*

# Management Information System



- *Facilitated core team meetings with DCC staff in the development and implementation of the electronic Offender Management Information System (eOMIS) Phase I, a state-of-the-art offender management information system.*
- *Implemented eOMIS throughout the department. This new system provides enhanced support to all areas of the department and has reduced costs and improved accuracy in offender record management.*
- *Converted all existing data from the legacy caseload management system at no additional cost to the department.*
- *Procured and installed centralized anti-virus software platform to automatically update anti-virus software on all department computers. This platform is also aiding in the inventory tracking of personal computers.*
- *Posted all department forms on file server for centralized update and access.*
- *Procured and installed over 150 new computers for DCC and Post Prison Transfer Board staff.*
- *Created and staffed a centralized eOMIS Help Desk.*
- *Drafted and submitted a Computer Use Policy.*
- *Instituted a program to automate the loading of department software onto all computers. This one initiative has saved countless man hours for the MIS staff. Computers are now reformatted, reloaded and configured with department software in less than 30 minutes. This capability is being extended to the field offices, eliminating the requirement that nonfunctioning computers be sent back to the Central Office for software loading.*
- *Changed the e-mail extension of "@dcp.state.ar.us" to "@dcc.state.ar.us."*
- *Conducted two one-day eOMIS training sessions for 50 DCC trainers.*
- *Began developing the agency website, which includes agency job vacancies, agency newsletters, annual reports, management information system updates and links to various Arkansas web-sites.*

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